GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:4615
ANSWERED ON:15.12.2016
Quality of Food Served in Flights
Chauhan Shri Devusinh Jesingbhai

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the complaints about low quality of food being served in domestic flights of Air India are on increase;

(b) if so, the total number of complaints received during the last year and the current year, year-wise;

(c) whether out of total complaints received from Air India Passengers, most of the complaints were related to low quality of food served in flights; and

(d) if so, the details thereof and the action taken on these complaints along with the reforms proposed on these complaints?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a)&(b): Number of Complaints pertaining to quality of meals provided on domestic flights are as under:-

Period Number of Complaints
Jan 2015 - Dec 2015 28
Jan 2016- Oct 2016 39

(c): No, Madam.Only 1.38% of complaints pertained to quality of food.

(d): Whenever complaints pertaining to meal quality are received, based on the gravity of the complaint,
punitive action is taken against the caterer as per the contractual terms. Air India uplifts in-flight meals from reputed caterers who also cater to other international and domestic airlines. Surprise meal checks are carried out at caterer''s premises to monitor uplift of meals with regard to quality, quantity , taste, presentation and eye appeal. Periodic Hygiene Audits are also being carried out at caterer''s premises to improve the quality of meals.